RCO Collaborator Portal Applicant Guide

V1.1

October 7, 2013

Access RCO Collaborator Portal

V1.1

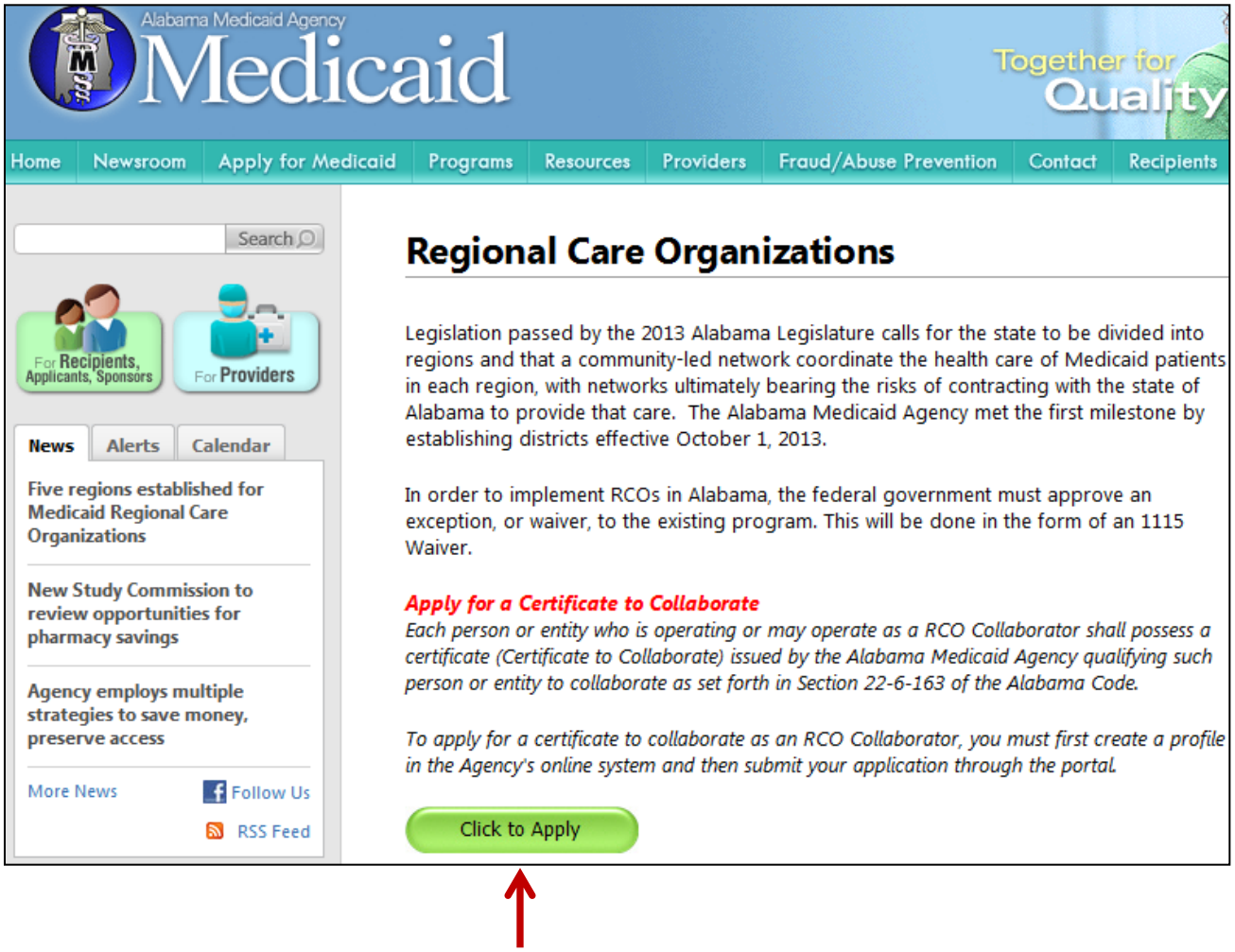
Applicants may access the RCO Collaborator Portal from the Public Online Medicaid Site:

1. To access the RCO Collaborator Portal, open your Web Browser (Internet Explorer, Mozilla, Firefox, Safari, Opera, Google Chrome, etc.).
2. Go to [http://medicaid.alabama.gov/.](http://medicaid.alabama.gov/)
3. Click the Regional Care Organizations icon in the lower left hand corner of the page.

Access RCO Collaborator Portal

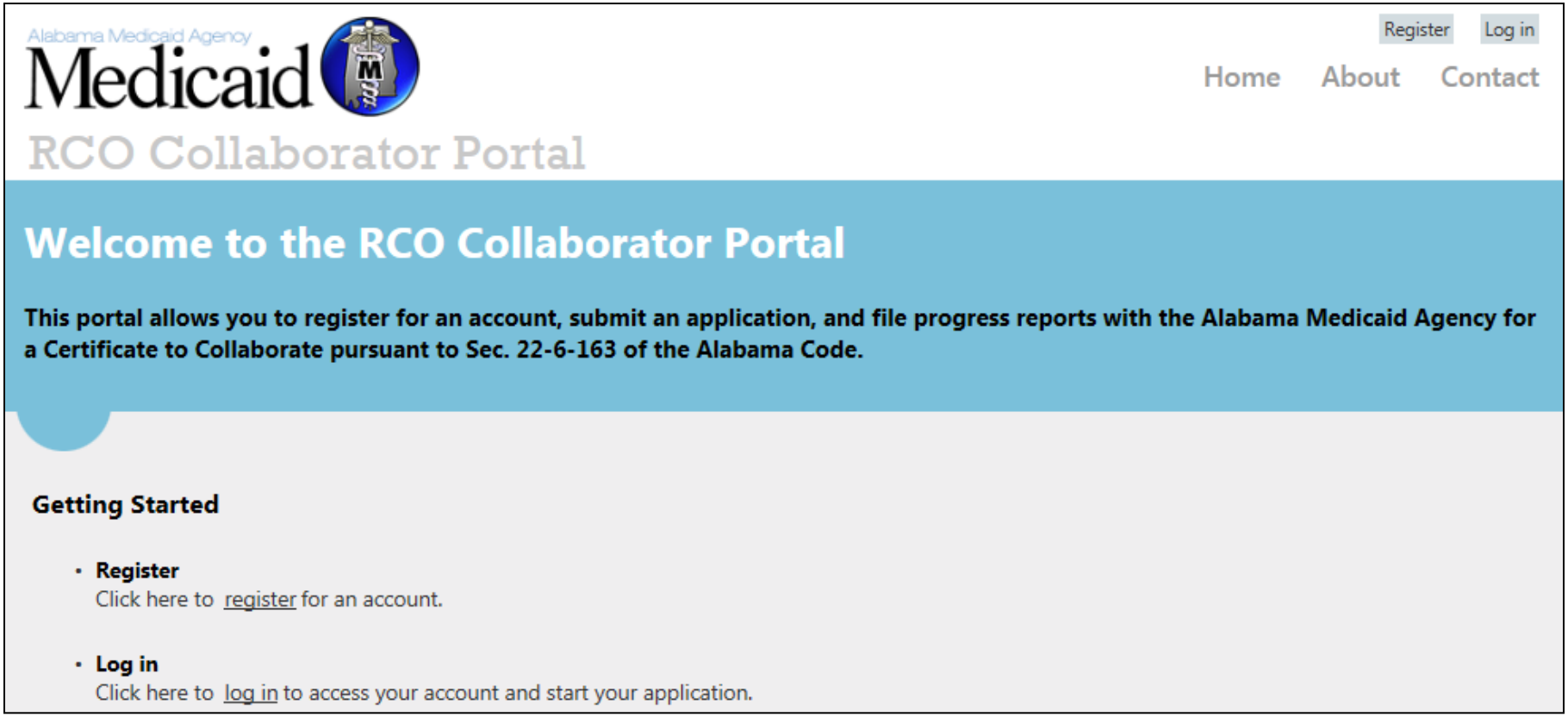
(continued)

1. Click the **green** **Click to Apply** button to navigate to the RCO Collaborator Portal Homepage.



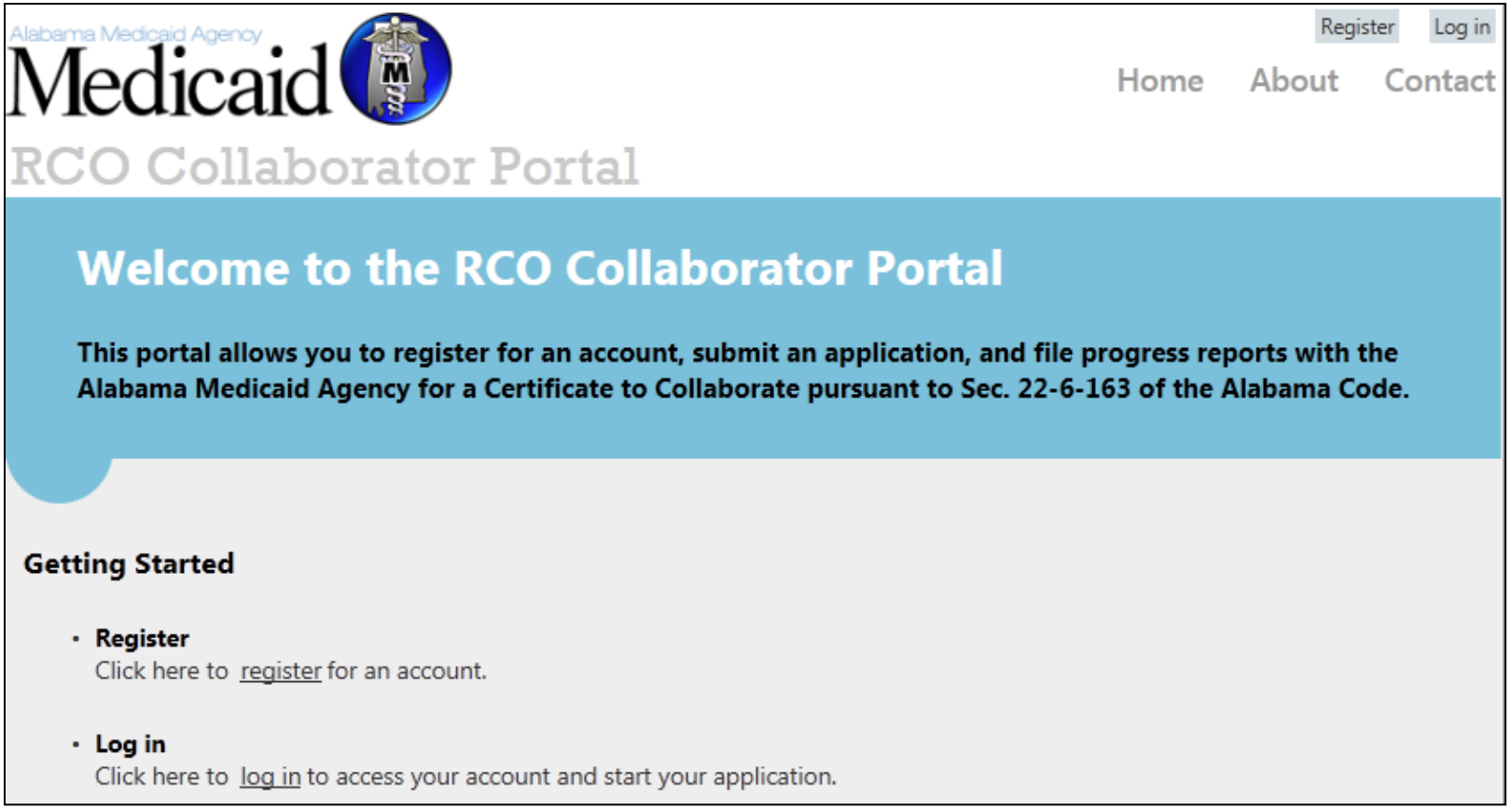
RCO Collaborator Portal Homepage

1. You may also access the RCO Collaborator Portal by entering the system's URL directly into your Internet Web Browser (Internet Explorer, Mozilla, Firefox, Safari, Opera, Google Chrome, etc.):
   https://rcoportal.medicaid.alabama.gov



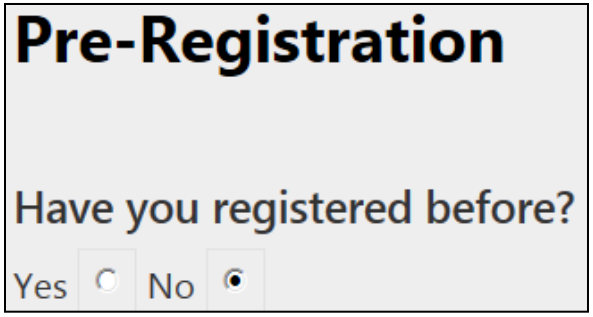
Entering the RCO Collaborator Portal

Read the two options under **Getting Started** on the RCO Collaborator Portal Homepage. If you **have not** previously registered as a user, Click **Register**. If you **have** previously registered as a user, Click **Log In.**



Pre-Registration

Each applicant will be asked to verify that they do not have an existing RCO Collaborator Portal account. If an applicant has previously registered, they will not be allowed to create an additional Collaborator Portal account using the same Social Security Number (Individual Account) / Employer Identification Number (Business Entity Account).

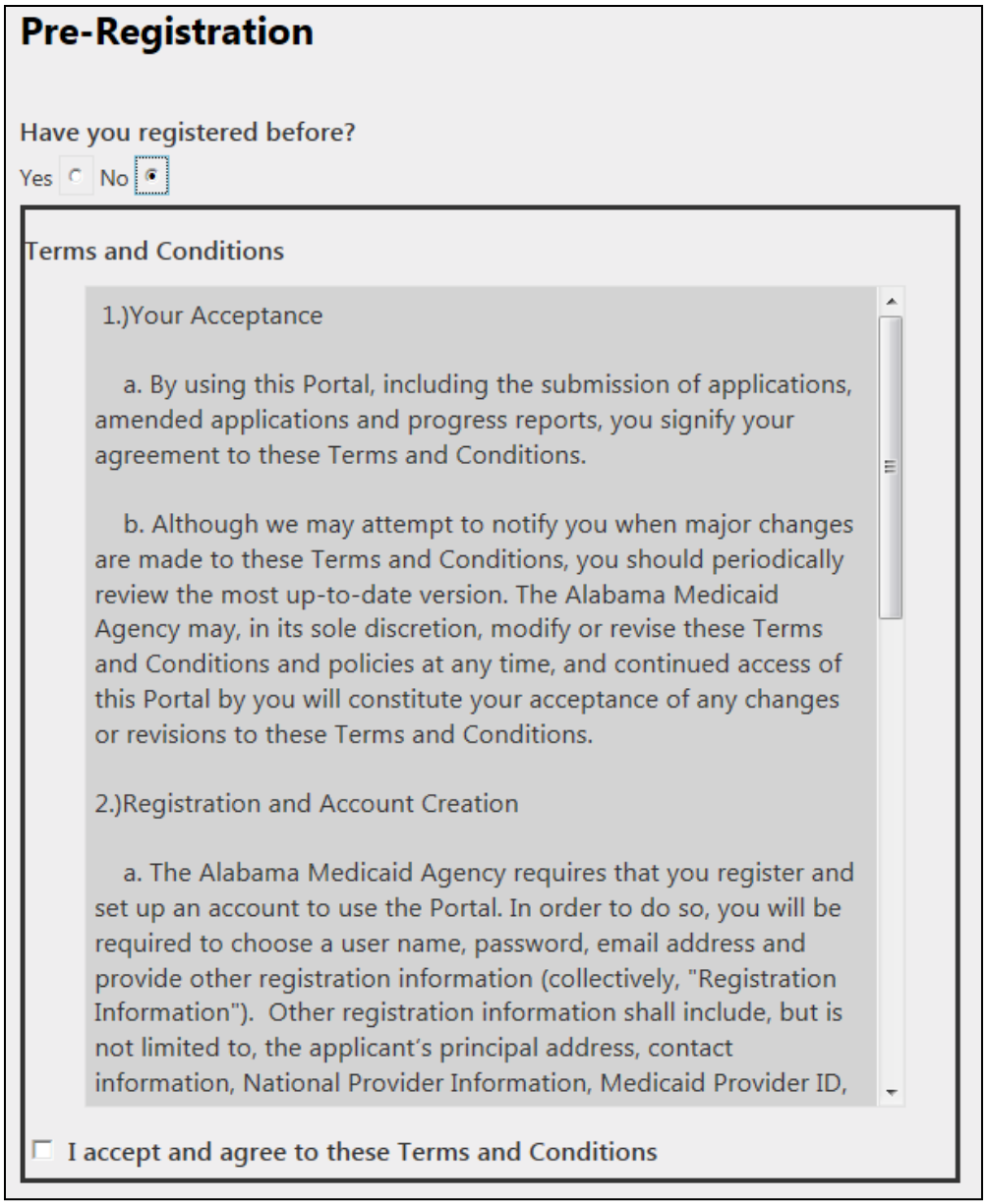


If an applicant selects “Yes” indicating they have registered before, the applicant will be redirected to the Log In page. If an applicant selects “No” indicating they have not registered before, the Terms and Conditions of the RCO Collaborator Portal will appear. The applicant will be asked to read, accept, and agree to the Terms and Conditions of the RCO Collaborator Portal.

Terms and Conditions

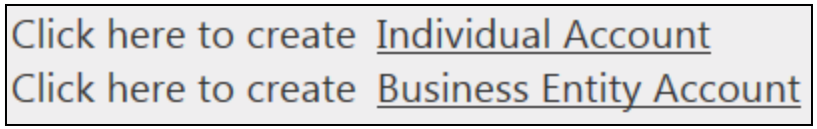
Accepting the Terms and Conditions of the RCO Collaborator Portal:

1. Read the Terms and Conditions statement completely.
2. Click the **checkbox** below the statement indicating that you "…accept and agree to these Terms and Conditions."



Select RCO Collaborator Account Type

Once the applicant has accepted and agreed to the Terms and Conditions of the RCO Collaborator Portal, they will be given the choice to create either an **Individual** or a **Business Entity** Account.



If the applicant is applying as an individual, the certificate to collaborate will be issued to the applicant as an individual and will extend only to those listed in the application as having authority to collaborate on their behalf.

If the applicant is applying as a Business Entity, the certificate to collaborate will be issued to the applicant as a Business Entity and will extend only to those listed in the application as having authority to collaborate on their behalf.

Required Registration Information

Individuals registering for an RCO Collaborator Certificate will be required to provide the following information in addition to contact information:

- Individual Social Security Number
- Accessible email address

Business Entities registering for an RCO Collaborate Certificate will be required to provide the following information in addition to contact information:

- Employer Identification Number (EIN)
- Accessible email address

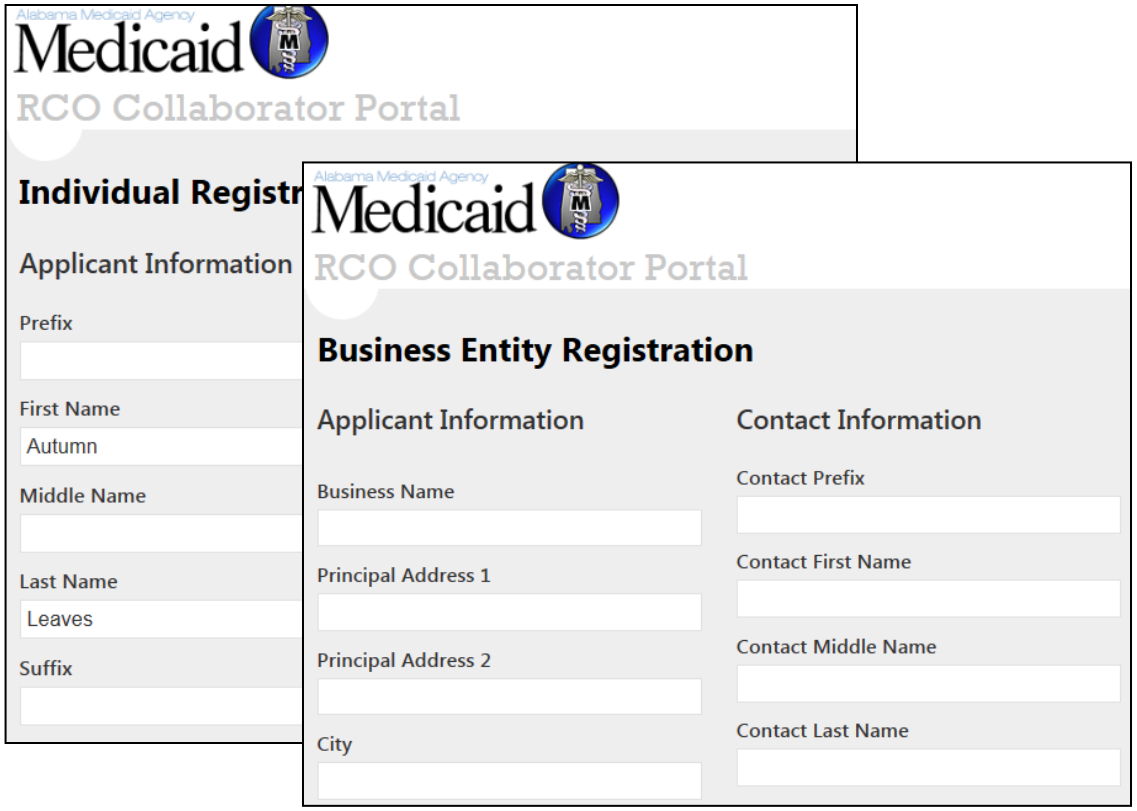
Note: An individual may only have one Individual Collaborator Certificate but may have multiple Business Entity Collaborator Certificates (using unique EIN's). A Collaborator Account of any kind may have only one Approved Application at a time. When pursuing multiple Collaborator Certificates, the applicant must create a separate, unique RCO Collaborator account for each.

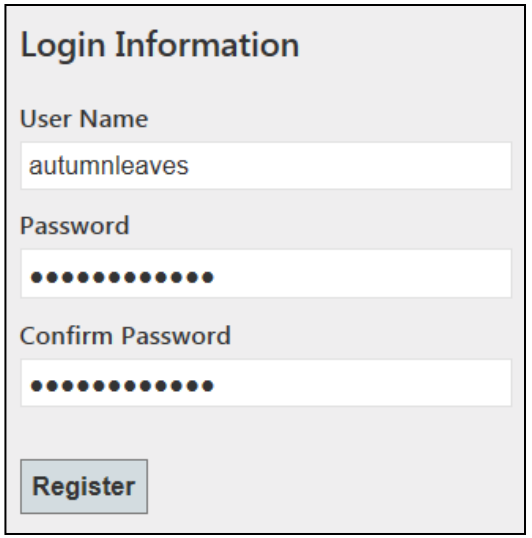
Once the applicant has completed and submitted the registration, a **Verification Email** will be delivered to the email address provided during the registration process.

Required Registration Information

Complete the applicant registration screen by entering all applicable information in the registration fields.

1. Select and enter a unique **User Name** and **Password**.
2. Confirm your selected **Password**.
3. Click **Register**.



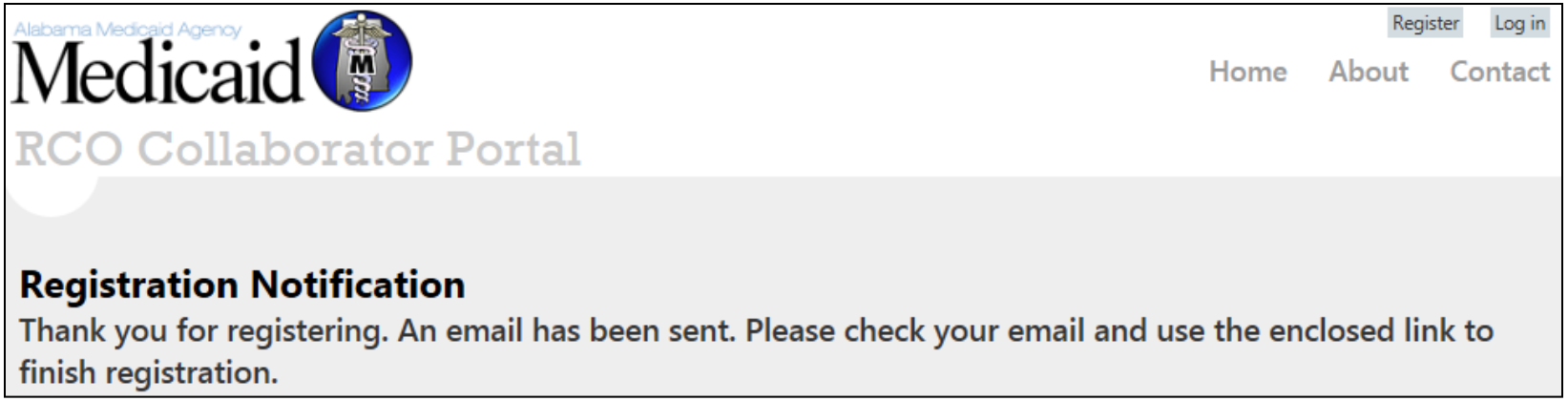


Required Registration Fields

During registration, complete all applicable fields. There are several required fields within the registration screen. Required fields differ depending on the type of applicant type chosen. The **Register** button will not process a registration until all required fields are populated. The password must be at least 6 characters in length.

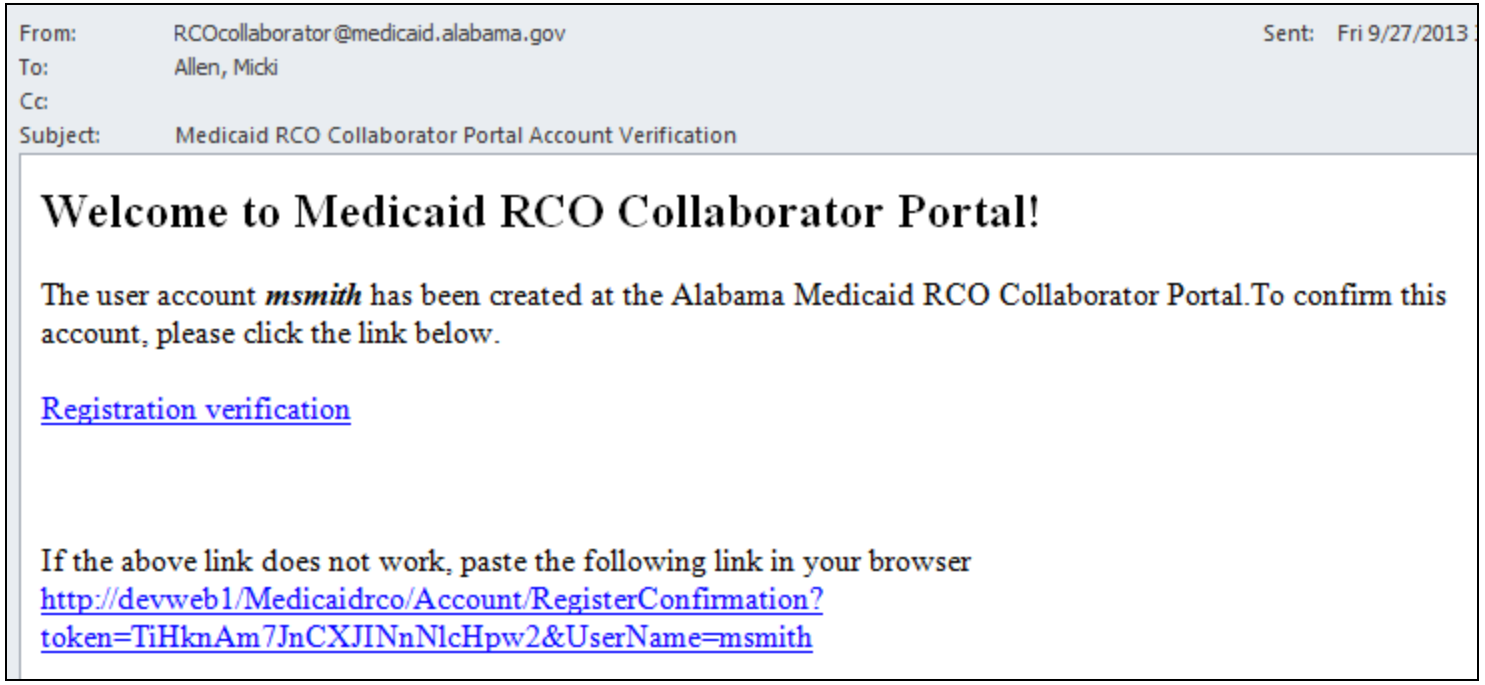
Registration Verification Screen

The email provided during the registration process will be used for all portal communication(s) from the RCO Collaborator Portal to the applicant. Once you have registered your RCO Collaborator Portal account, the account will be verified by the delivery of a **Registration Verification** email.



Registration Verification Email

Once you have received the **Registration Verification** email, click the "**Registration Verification**" link. The link opens the RCO Collaborator Portal where the applicant will be able to log in to complete an RCO Collaborator application.



From: RCOcollaborator@medicaid.alabama.gov Sent: Fri 9/27/2013
To: Allen, Micki
Cc:
Subject: Medicaid RCO Collaborator Portal Account Verification

Welcome to Medicaid RCO Collaborator Portal!

The user account ***msmith*** has been created at the Alabama Medicaid RCO Collaborator Portal.To confirm this account, please click the link below.

Registration verification

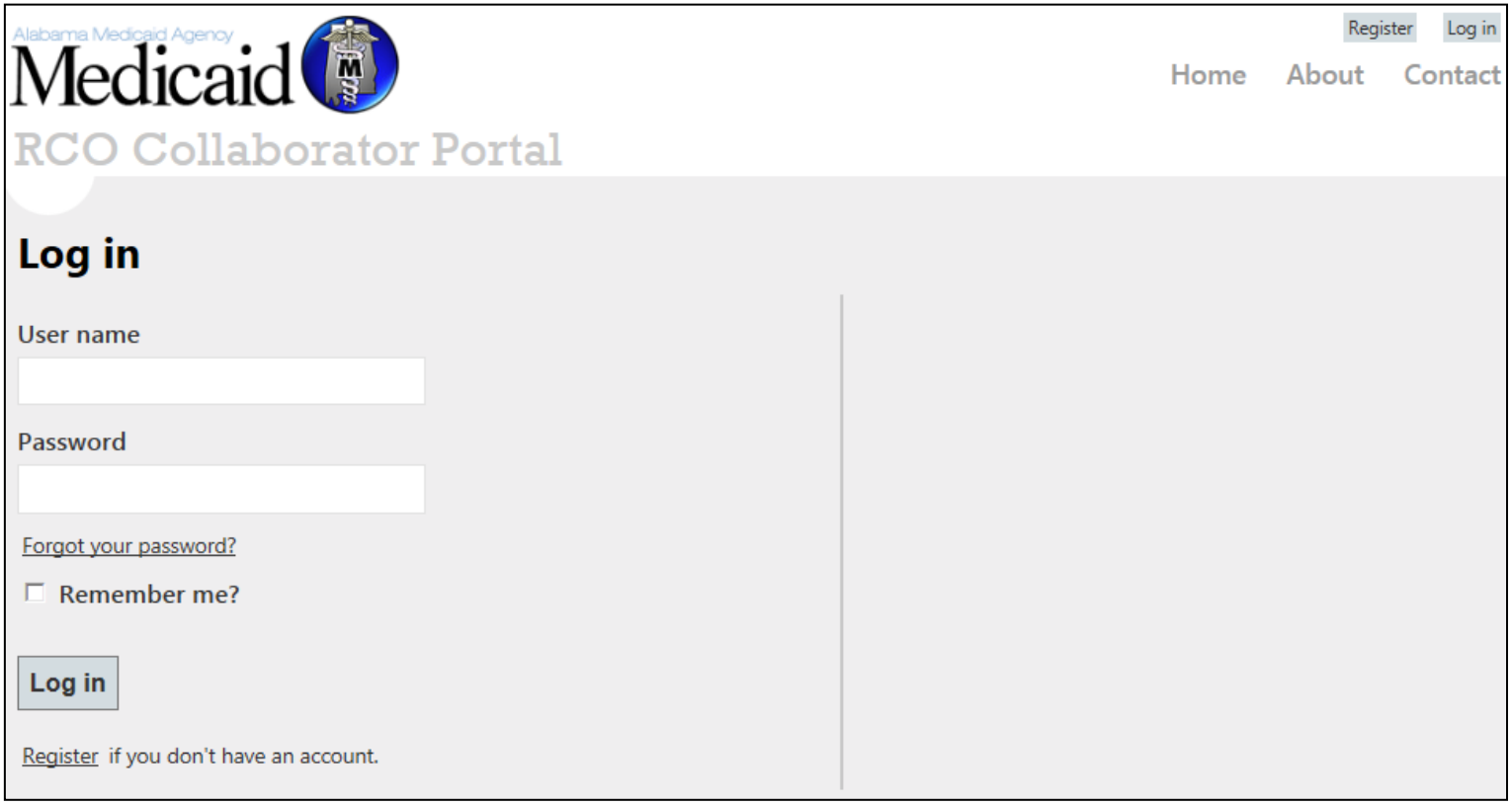
If the above link does not work, paste the following link in your browser
http://devweb1/Medicaidrco/Account/RegisterConfirmation?token=TiHknAm7JnCXJINnNlcHpw2&UserName=msmith

NOTE: The link in the image above is for example only.

Log in

Log in to create and submit an application, monitor a previously submitted application, amend a previously submitted application or edit your user profile.

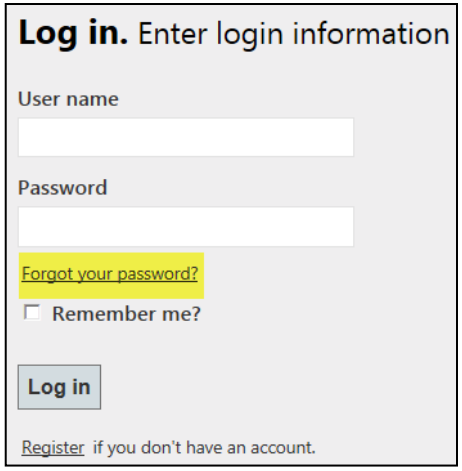
1. Enter the account **User name**.
2. Enter the account **Password**.
3. Click **Log in**.

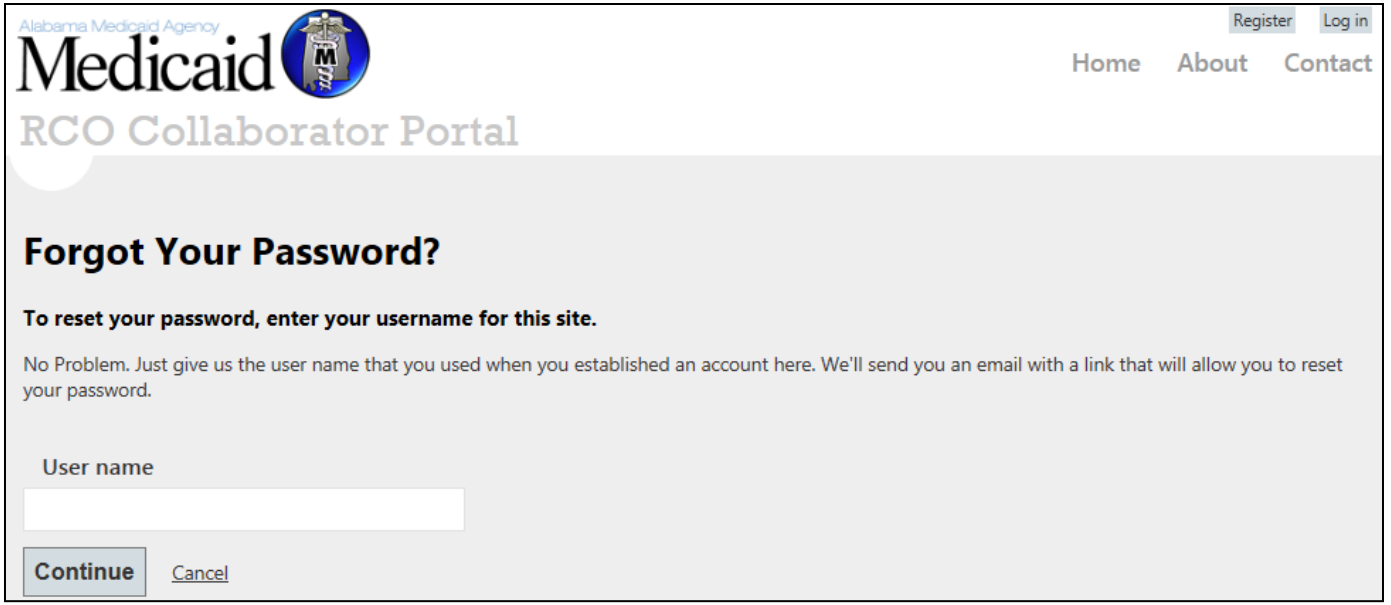


Forgot Password

If you have already registered and cannot recall your password, you may request a copy of the account password be sent to the account email:

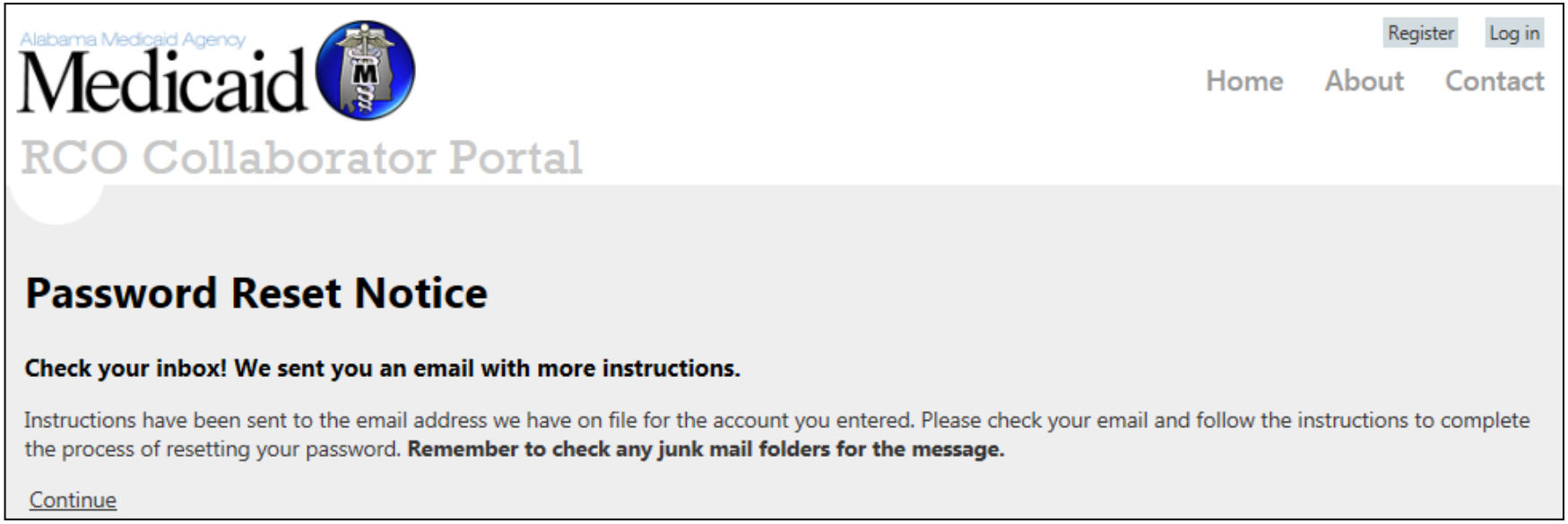
1. Click **Forgot your password?** from the Log in screen.
2. Enter the account **User name**.
3. Click **Continue**.





Password Reset Notice

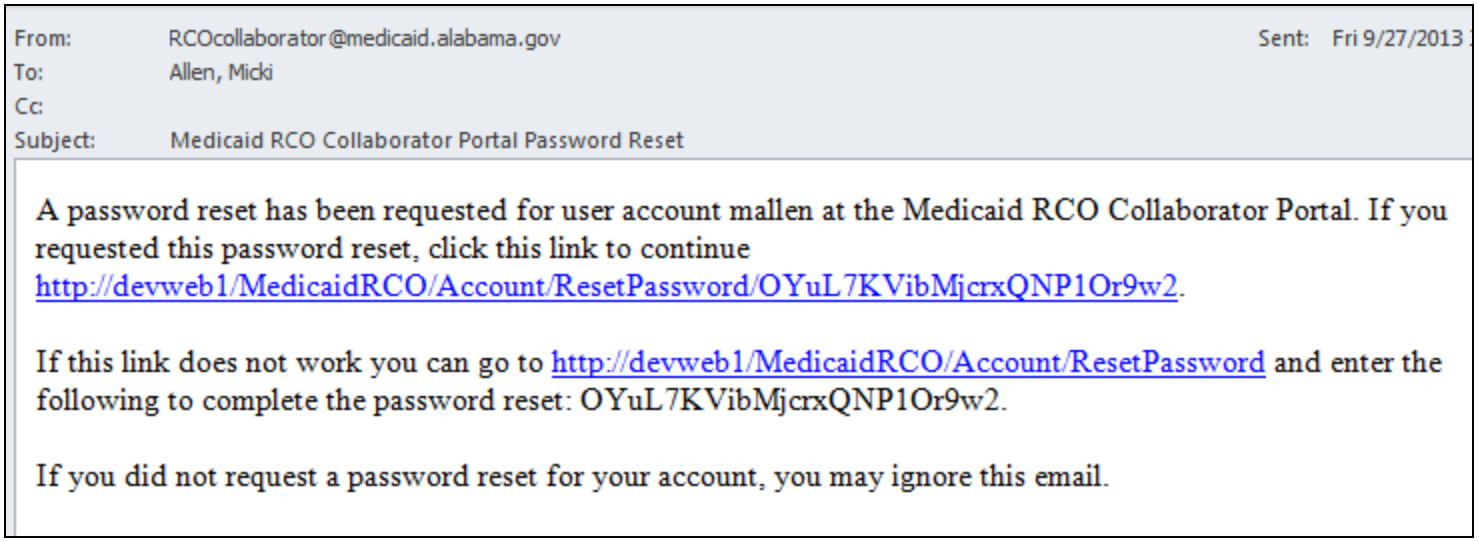
Once you have requested the account password, you will see the notice below directing you to check your email for a Password Reset Notice.



Password Reset Email

The Password Reset email provides an authenticated link to follow allowing you to reset your password.

1. Click the **link** within the email.
2. You will be redirected to a Password Reset screen.



From: RCOcollaborator@medicaid.alabama.gov Sent: Fri 9/27/2013
To: Allen, Micki
Cc:
Subject: Medicaid RCO Collaborator Portal Password Reset

A password reset has been requested for user account mallen at the Medicaid RCO Collaborator Portal. If you requested this password reset, click this link to continue http://devweb1/MedicaidRCO/Account/ResetPassword/OYuL7KVibMjcrxQNP1Or9w2.

If this link does not work you can go to http://devweb1/MedicaidRCO/Account/ResetPassword and enter the following to complete the password reset: OYuL7KVibMjcrxQNP1Or9w2.

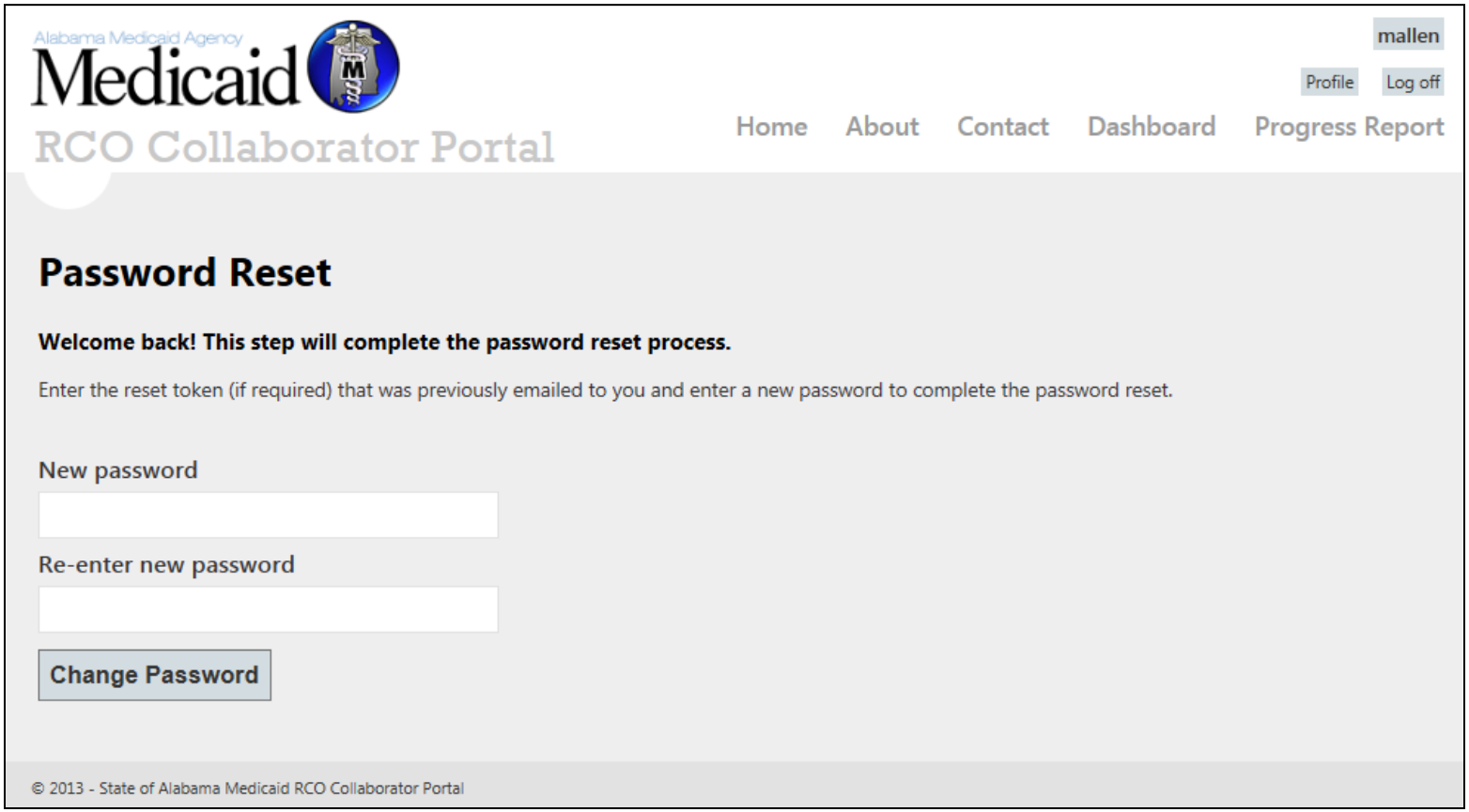
If you did not request a password reset for your account, you may ignore this email.

NOTE: The link in the image above is for example only.

Reset Password

Complete the Password Reset fields. Once the account password has been reset, the new password will be active immediately.

1. Enter **New Password**.
2. **Re-enter new password**.
3. Click **Change Password**.

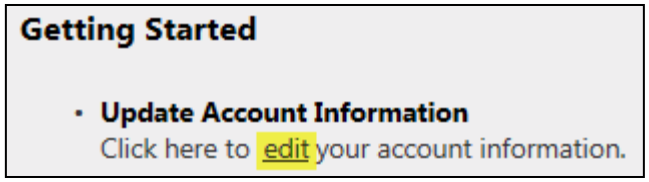


Profile Update

RCO Collaborator Portal users are responsible for updating their user profile as needed. To update your user profile:

1. Click the **Profile** link from the menu at any time while logged in to the Portal.
2. Edit fields as necessary.
3. Click **Update**.

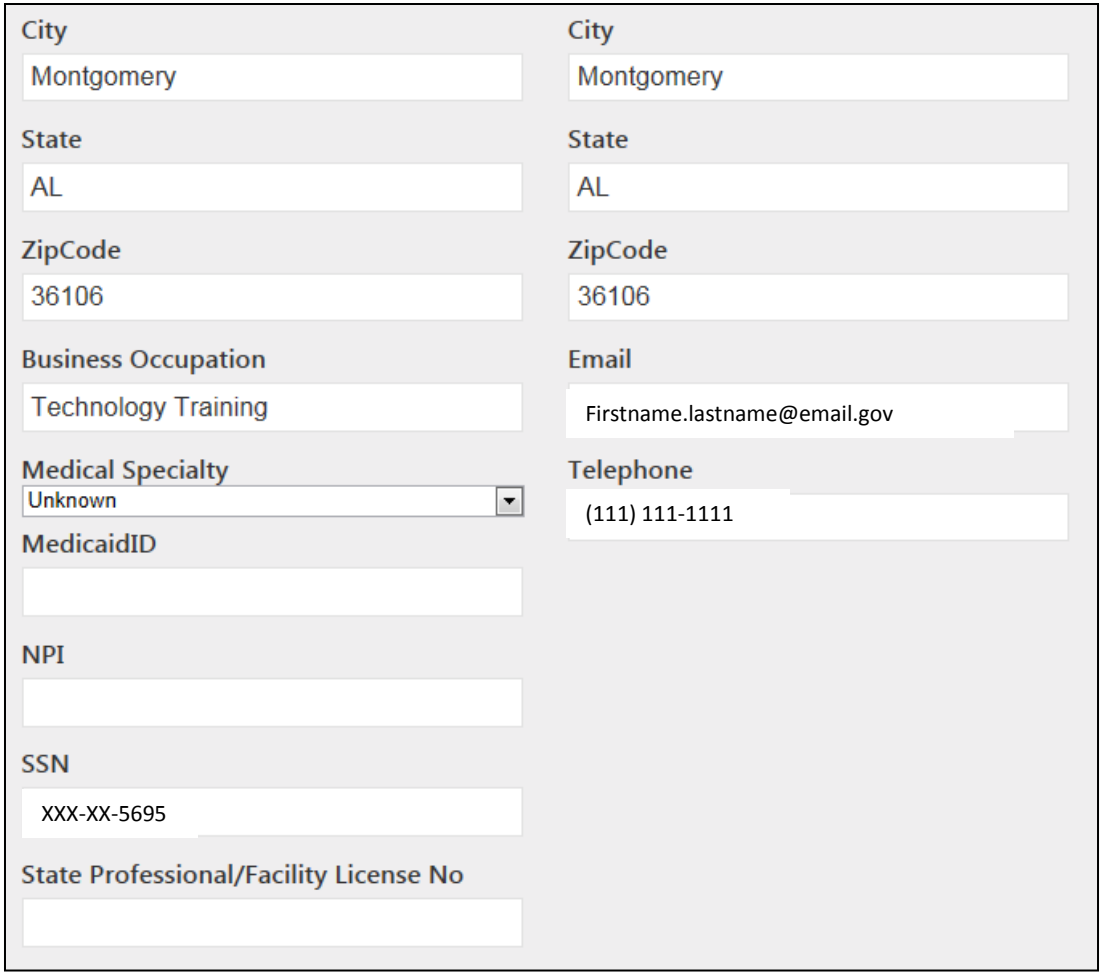
NOTE: You can also access the Edit Profile screen by clicking **edit** within the **Getting Started** area on the RCO Homepage.



Profile Update

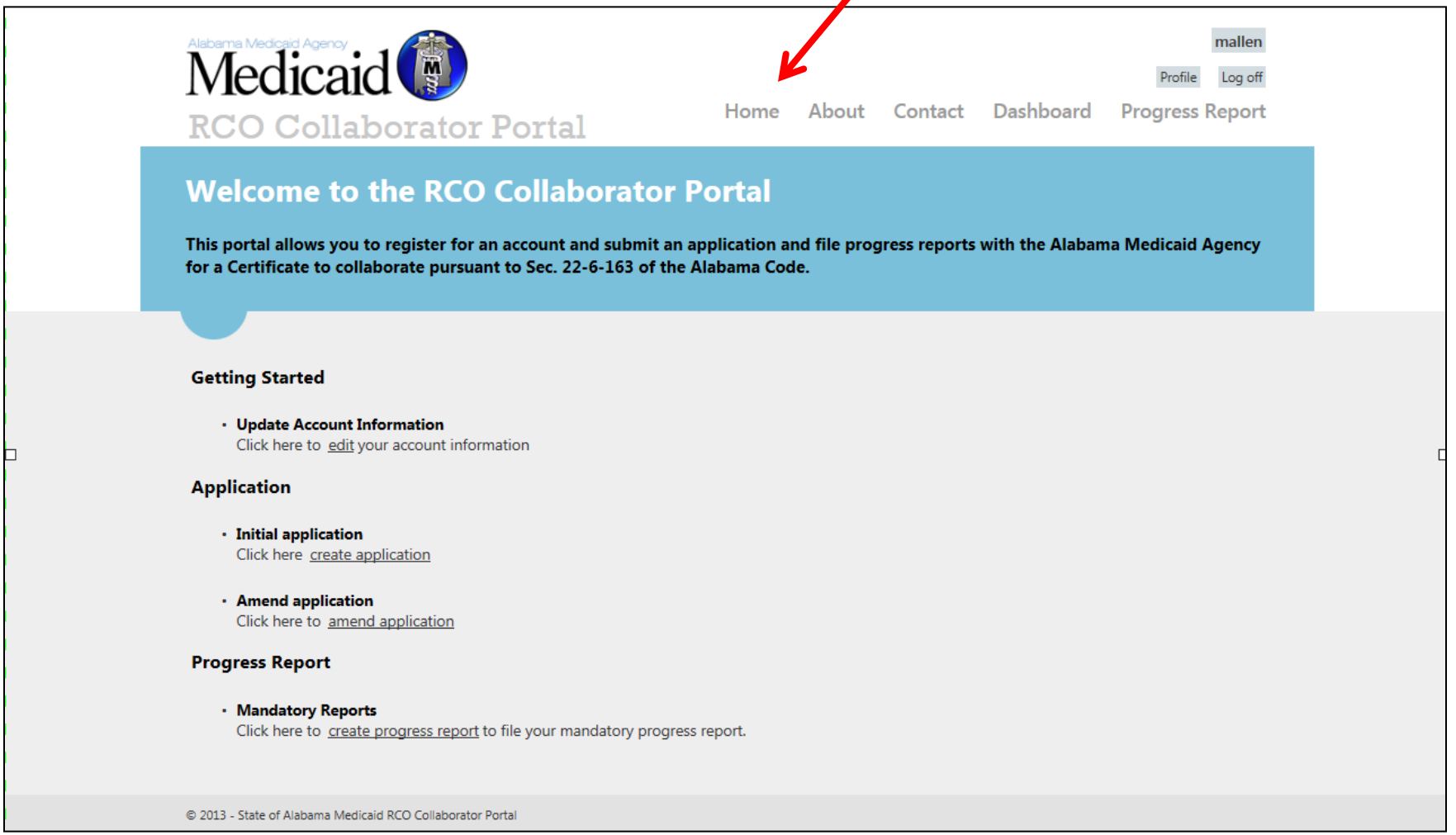
(fields continued)

NOTE: Profile fields will differ depending on whether your account type is an Individual or Business Entity. Keep in mind that changing the Email field will redirect email communications from the RCO Collaborator Portal to the new email address.



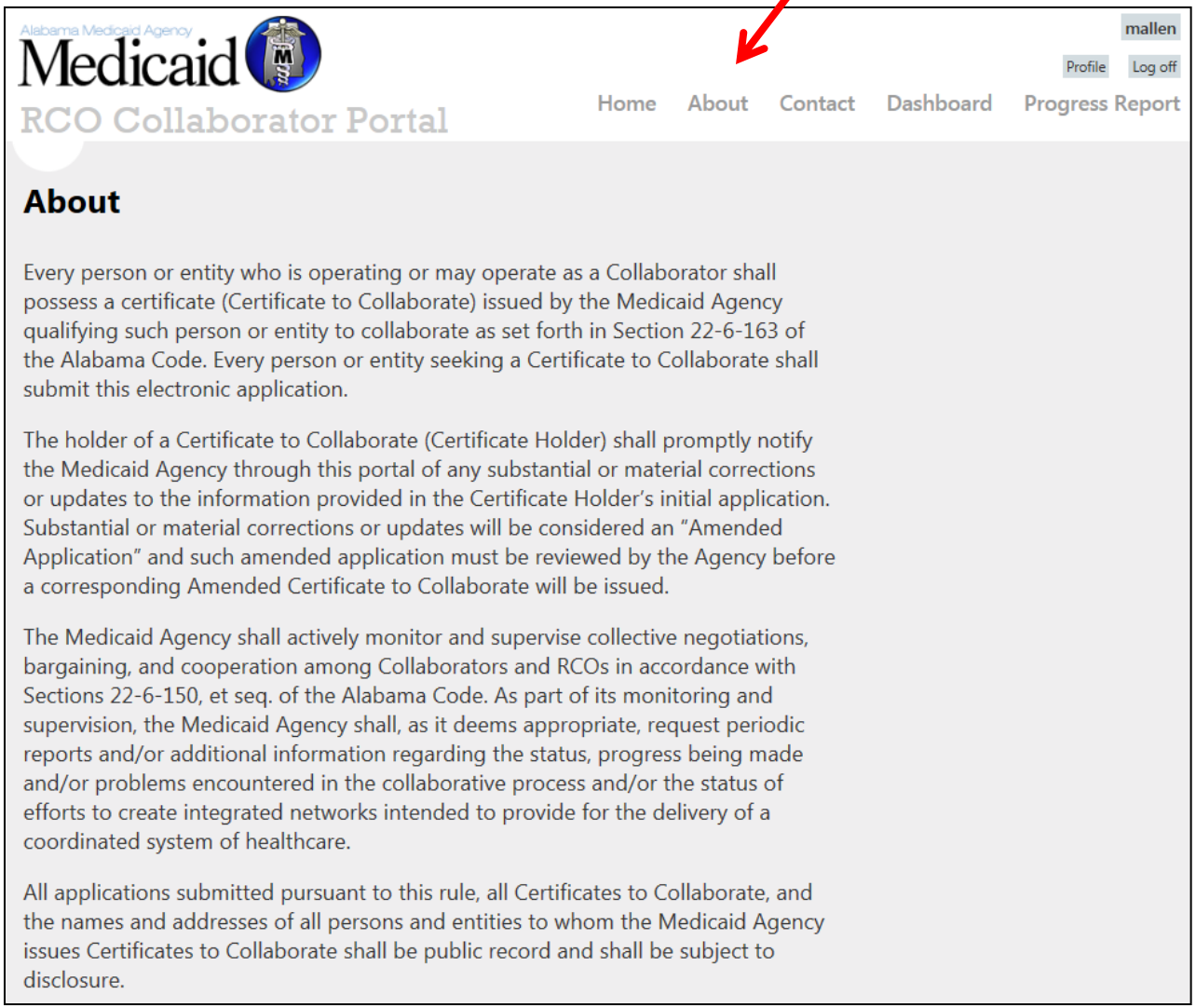
User Homepage

RCO Collaborator Portal users may navigate to the **Homepage** by clicking the **Home** menu item.



User About Page

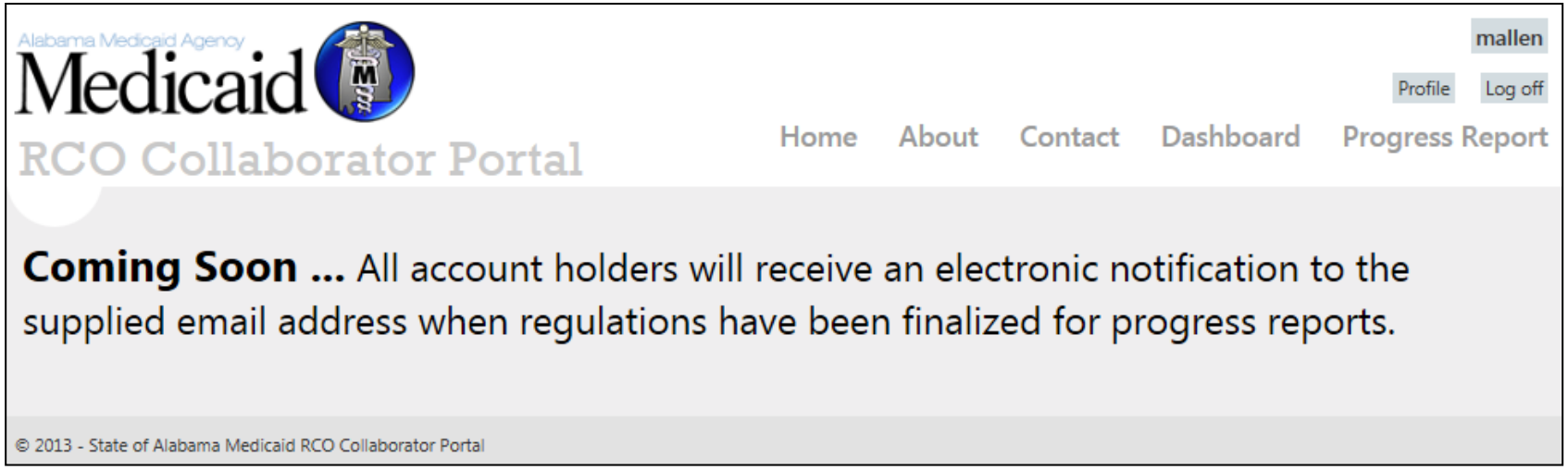
RCO Collaborator Portal users may navigate to the **About** page by clicking the **About** menu item.



User Contact Page

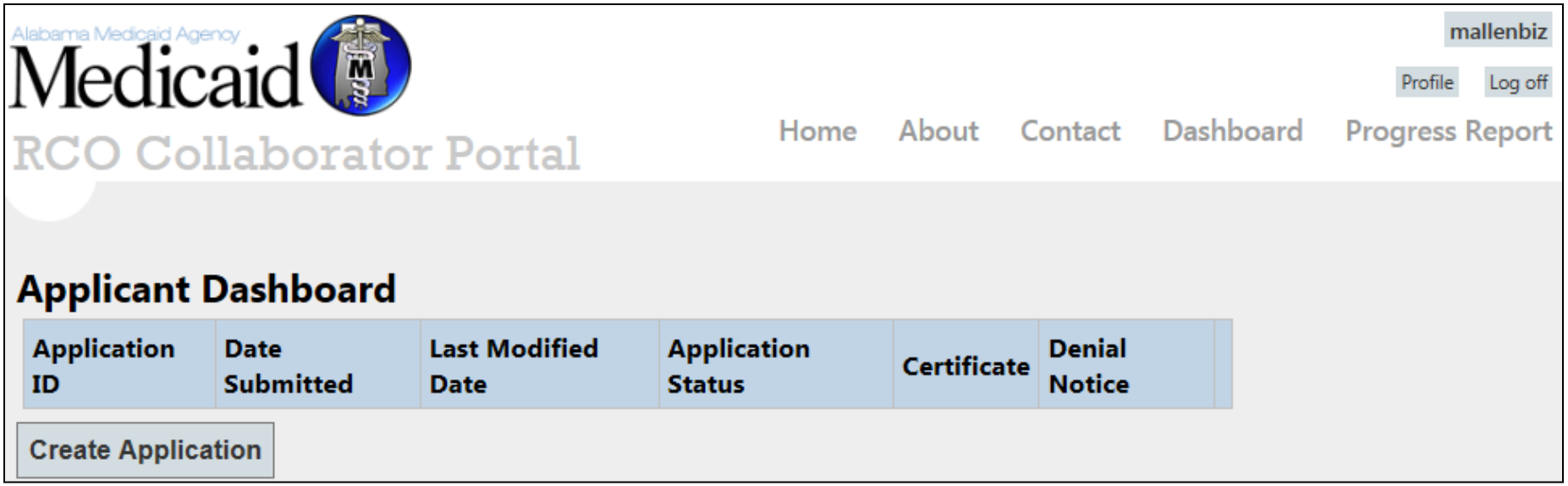
RCO Collaborator Portal users may navigate to the **Contact** page by clicking the **Contact** menu item.

Progress Report Page



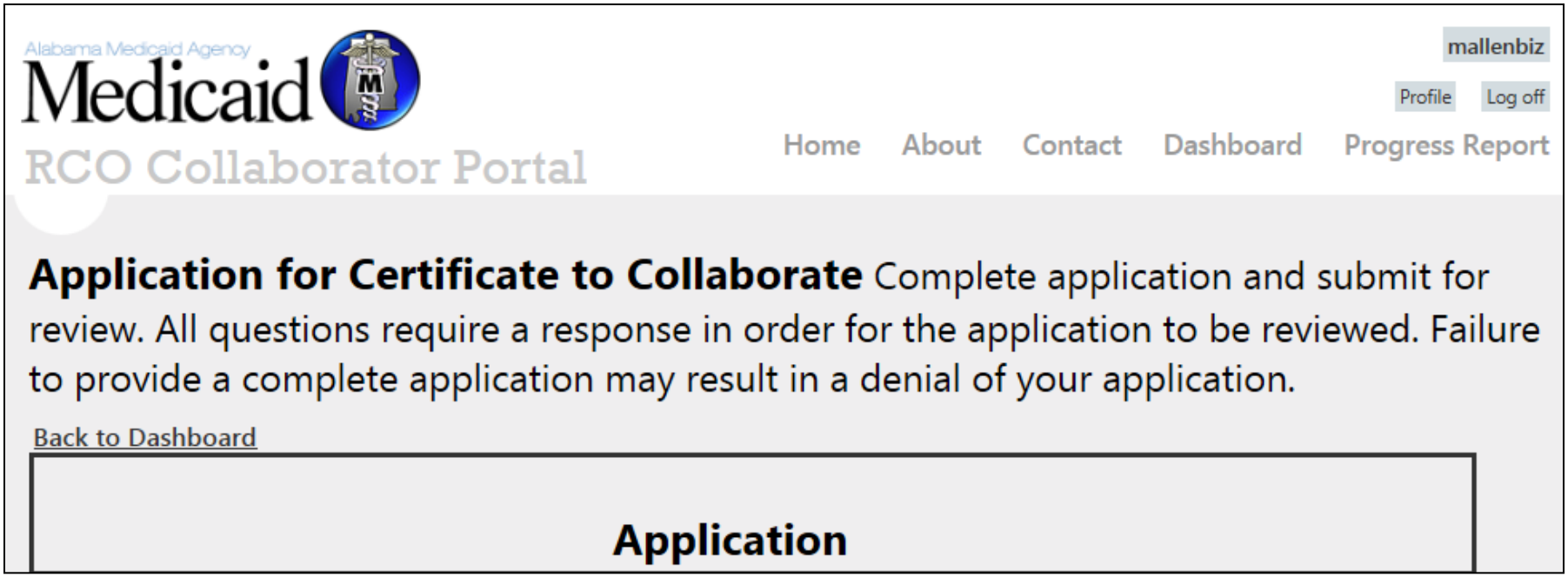
Create An Application
Applicant Dashboard

After logging in, users are directed to their Applicant Dashboard where they can click the **Create Application** button to submit an application.



Create An Application

Read the entire application carefully answering each question completely.



Application Question 1 & 2

Question #1

Are you or any individual authorized to collaborate on your behalf currently excluded or suspended from the Medicare, Medicaid, or the Title XX services program?

Yes ○ No ○

Question #2

Have you or any individual authorized to collaborate on your behalf ever pled guilty to or been convicted of a criminal offense related to your or the individual's involvement in any program under Medicare, Medicaid, or the Title XX services program?

Yes ○ No ○

If yes, identify when and explain:

Application Question 3 & 4

Question #3

Have you or any individual authorized to collaborate on your behalf ever pled guilty, been convicted, or been found liable in a criminal or civil proceeding of engaging in any form of health care fraud or abuse?

Yes ○ No ○

If yes, identify when and explain:

Question #4

Have you or any individual authorized to collaborate on your behalf ever pled guilty, been convicted, or been found liable in a criminal or civil proceeding of engaging in any form of anti-competitive conduct or other anti-trust violation?

Yes ○ No ○

If yes, identify when and explain:

Application Question 5 & 6

Question #5

Is the professional license or certification of the applicant or any individual authorized to collaborate on its behalf currently suspended or revoked?

Yes ○ No ○

If yes, identify when and explain:

Question #6

Have you or any individual authorized to collaborate on your behalf ever pled guilty or been convicted of a violation of the state or federal securities or insurance laws?

Yes ○ No ○

If yes, identify when and explain:

Application Question 7 & 8

Question #7

Do you intend to:

A. Help establish or develop a regional care organization

Yes ○ No ○

B. Enroll as a provider with a regional care organization

Yes ○ No ○

C. Engage in other activity

Yes ○ No ○

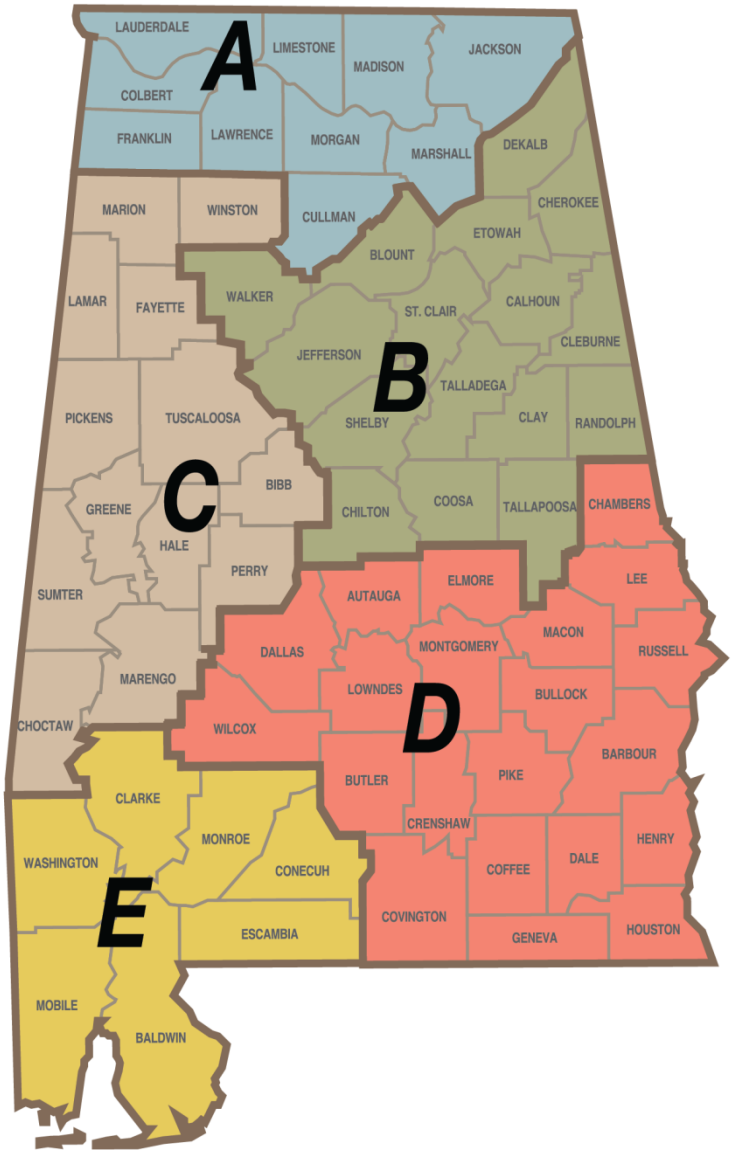
If yes, describe such intended activity:

Question #8

Identify the Medicaid region(s) in which the applicant intends to help establish or develop a regional care organization, to enroll as a provider with a regional care organization or to have involvement with a regional care organization.

A ☐ B ☐ C ☐ D ☐ E ☐ View Map

Regional Care Organization Districts



Application Question 9 & 10

Question #9

Describe what entities and persons with whom you intend on collaborating or negotiating:

Question #10

Describe the expected effects of the negotiated contract for which you seek a Certificate to Collaborate, including whether the negotiated contract is expected to:

A. Result in improved quality of health care services to Medicaid beneficiaries

Yes ○ No ○ Unknown ○

B. Result in cost containment in providing health care services

Yes ○ No ○ Unknown ○

C. Result in enhancements in technology

Yes ○ No ○ Unknown ○

D. Maintain competition in the health care services market

Yes ○ No ○ Unknown ○

E. Describe any other expected effects of the negotiated contract:

Application Question 11

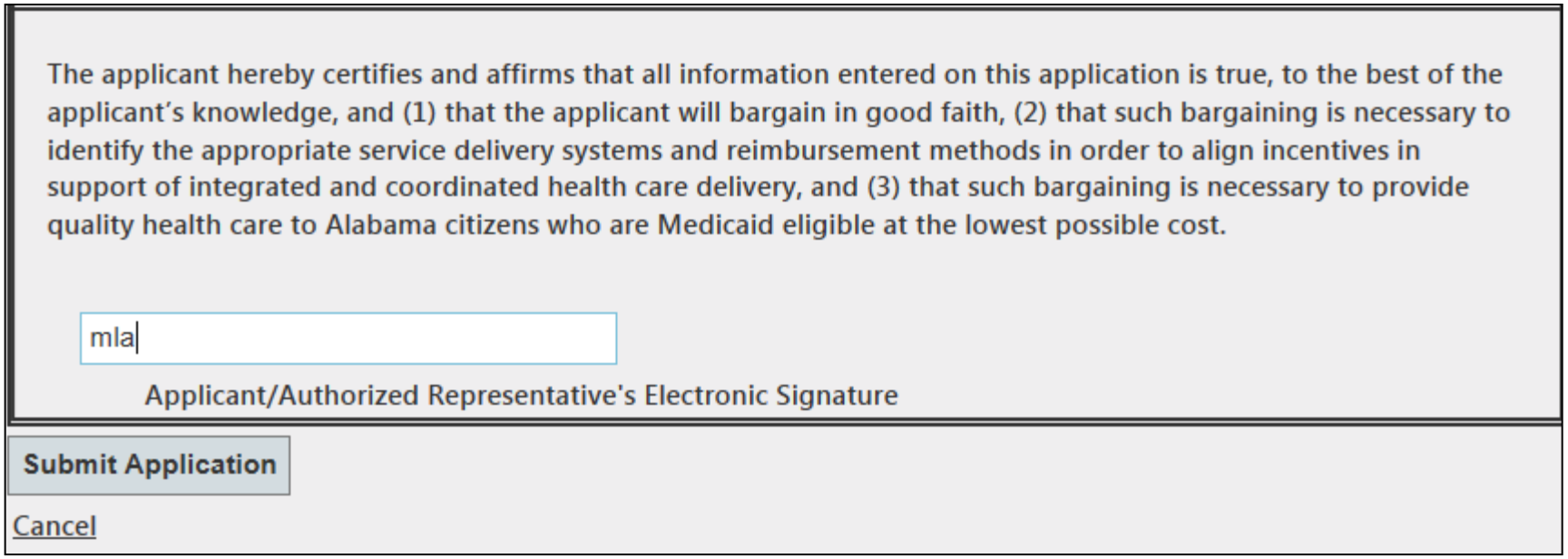
Question #11

Name and Address of each person authorized to collaborate on your behalf.

	Full Name	Physical Address
1.		
2.		
3.		
4.		

Certify, Affirm & Submit Application

After completing the application, sign the application with your name in the **Applicant/Authorized Representative's Electronic Signature** field and click the **Submit Application** button.



Application Status

All applications submitted by an applicant display in the Applicant's Dashboard. An application will be in one of the Application Statuses defined in the chart below:

Status	Definition
Pending	A decision has not been made.
Approved	The application has been approved and a Certificate has been issued.
Denied	The application has been rejected and a Denial Notice has been issued.
On Hold	The application has been moved to the Special Review Queue.
In Review	The application is being viewed by a Reviewer.
Not Current	A more current approved application is in affect.

Temporary Application Status

Applications awaiting determination will be in one of the following temporary Application Status states:

Pending – A decision has not been made.
On Hold – The application has been moved to the Special Review Queue.
In Review – The application is being viewed by a Reviewer.

Application statuses are listed in blue font within the Application Status Column of the corresponding application row. An applicant may only have one temporary application status in their Applicant Dashboard at any given time.

Application ID	Date Submitted	Last Modified Date	Application Status	Certificate	Denial Notice	
1111	10/09/2013	10/09/2013	Pending			View Application
1111	10/09/2013	10/09/2013	On Hold			View Application
1111	10/09/2013	10/10/2013	In Review			View Application

Decided Application Status

Following decision by a Reviewer, applications will be in one of the following decided Application Status states:

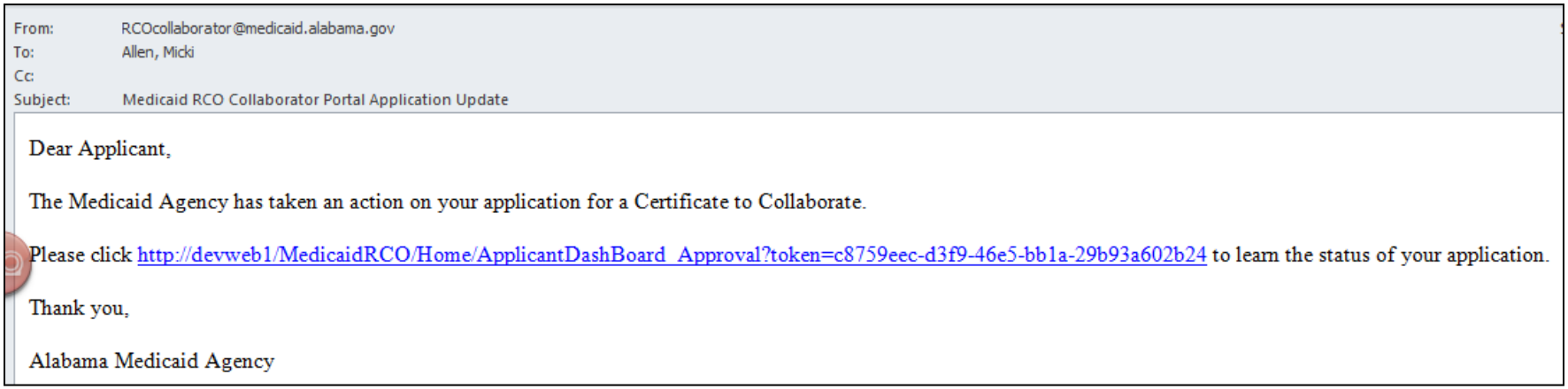
Approved – The application has been approved and a Certificate has been issued.
Denied – The application has been rejected and a Denial Notice has been issued.
Not Current – A more current approved application is in affect. (**Not Current** applications are former **Approved** applications that have been replaced by a more current **Approved** application.)

Application statuses are listed in blue font within the Application Status Column of the corresponding application row. An applicant may only have one Approved application status in their Applicant Dashboard at any given time.

Application ID	Date Submitted	Last Modified Date	Application Status	Certificate	Denial Notice	
1110	10/09/2013	10/09/2013	Approved			View Application
1093	10/09/2013	10/09/2013	Denied			View Application
1094	10/09/2013	10/09/2013	Not Current			View Application

RCO Collaborator Application Decision Email

After a determination has been made on your RCO Collaborator Application, you will receive an email stating, “The Medicaid Agency has taken an action on your application for a Certificate to Collaborate.” The email will include a **link** that once clicked, will open the RCO Collaborator Portal where the applicant will be able to log in to view their RCO Collaborator Applicant Dashboard. The status on your application will have changed to either an approved or denied status state depending on the action taken.



From: RCOcollaborator@medicaid.alabama.gov
To: Allen, Micki
Cc:
Subject: Medicaid RCO Collaborator Portal Application Update

Dear Applicant,

The Medicaid Agency has taken an action on your application for a Certificate to Collaborate.

Please click http://devweb1/MedicaidRCO/Home/ApplicantDashBoard_Approval?token=c8759eec-d3f9-46e5-bb1a-29b93a602b24 to learn the status of your application.

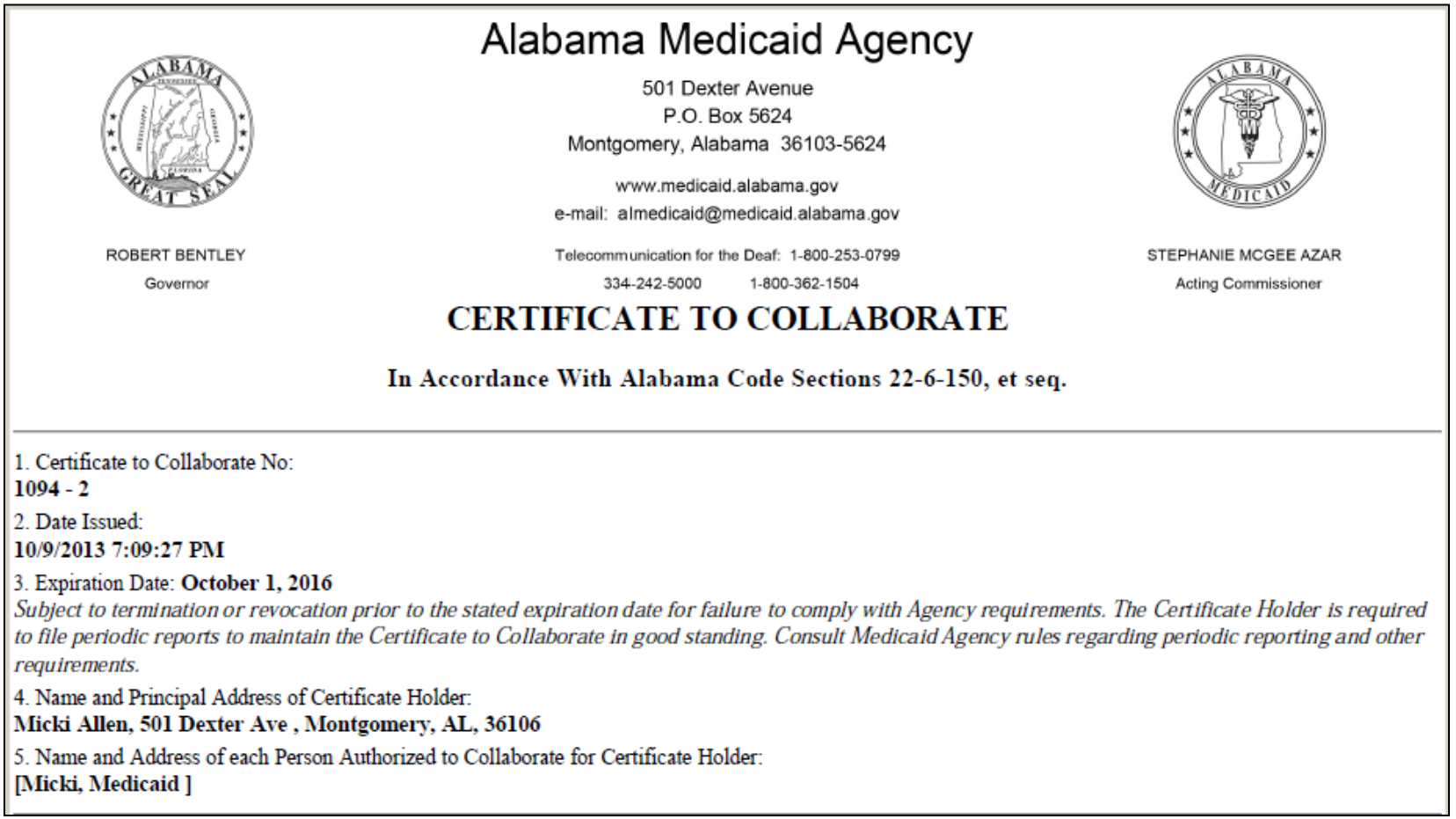
Thank you,

Alabama Medicaid Agency

NOTE: The link in the image above is for example only.

Collaborator Certificate

When an application has been approved, the Certificate will appear as a PDF document in the Certificate Column on the Applicant's Dashboard. Certificates will remain, even if outdated, accessible to the applicant for historic purposes.



Alabama Medicaid Agency

501 Dexter Avenue
P.O. Box 5624
Montgomery, Alabama 36103-5624

www.medicaid.alabama.gov
e-mail: almedicaid@medicaid.alabama.gov

Telecommunication for the Deaf: 1-800-253-0799
334-242-5000 1-800-362-1504

ROBERT BENTLEY
Governor

STEPHANIE MCGEE AZAR
Acting Commissioner

CERTIFICATE TO COLLABORATE

In Accordance With Alabama Code Sections 22-6-150, et seq.

1. Certificate to Collaborate No:
1094 - 2

2. Date Issued:
10/9/2013 7:09:27 PM

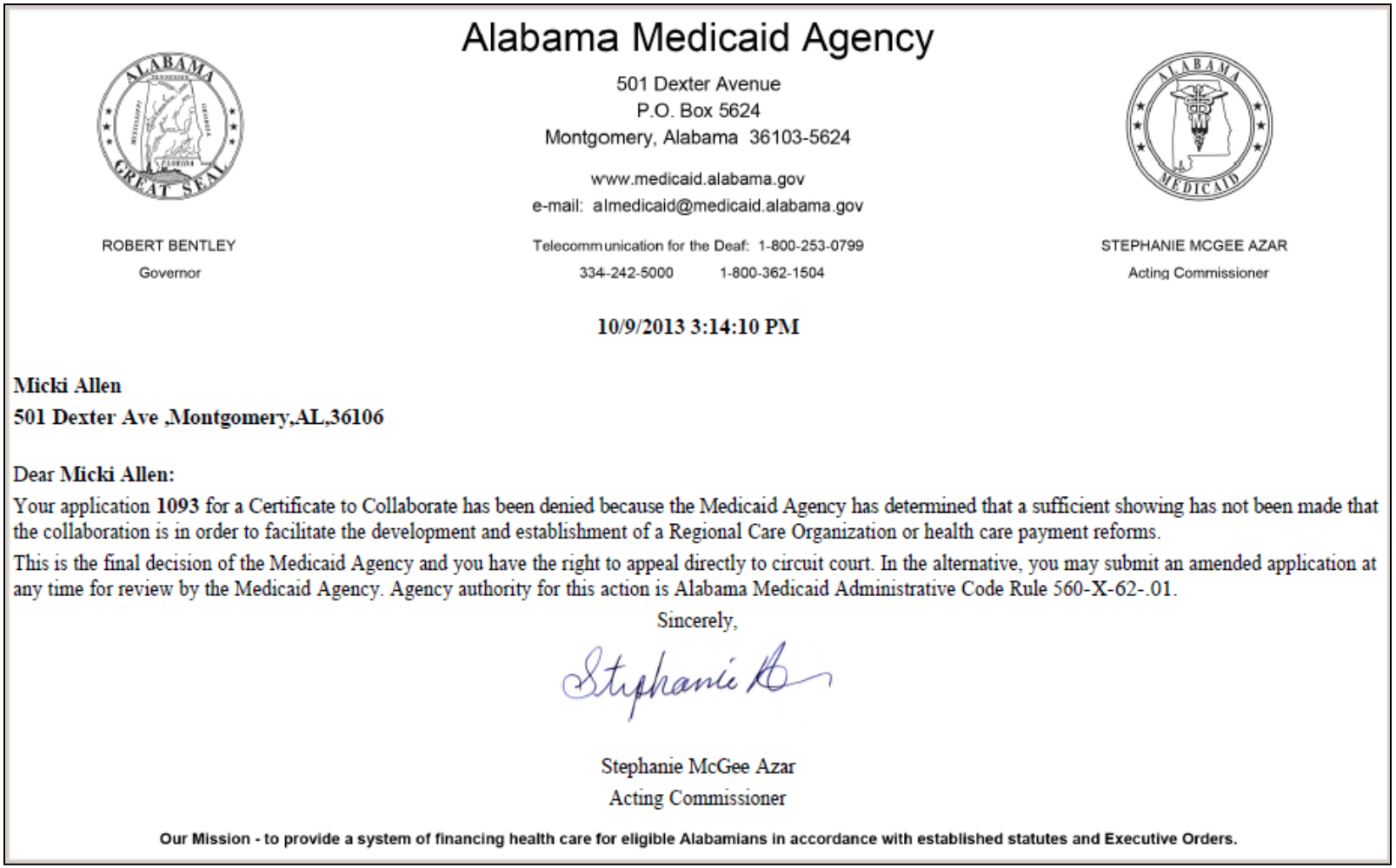
3. Expiration Date: **October 1, 2016**
Subject to termination or revocation prior to the stated expiration date for failure to comply with Agency requirements. The Certificate Holder is required to file periodic reports to maintain the Certificate to Collaborate in good standing. Consult Medicaid Agency rules regarding periodic reporting and other requirements.

4. Name and Principal Address of Certificate Holder:
Micki Allen, 501 Dexter Ave , Montgomery, AL, 36106

5. Name and Address of each Person Authorized to Collaborate for Certificate Holder:
[Micki, Medicaid]

Denial Notice

When an application has been denied, the Denial Notice will appear as a PDF document in the Denial Notice Column on the Applicant's Dashboard. Denial Notices will remain, even if outdated, accessible to the applicant for historic purposes.



Alabama Medicaid Agency

501 Dexter Avenue
P.O. Box 5624
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www.medicaid.alabama.gov
e-mail: almedicaid@medicaid.alabama.gov

Telecommunication for the Deaf: 1-800-253-0799
334-242-5000 1-800-362-1504

ROBERT BENTLEY
Governor

STEPHANIE MCGEE AZAR
Acting Commissioner

10/9/2013 3:14:10 PM

Micki Allen
501 Dexter Ave ,Montgomery,AL,36106

Dear **Micki Allen:**

Your application **1093** for a Certificate to Collaborate has been denied because the Medicaid Agency has determined that a sufficient showing has not been made that the collaboration is in order to facilitate the development and establishment of a Regional Care Organization or health care payment reforms.

This is the final decision of the Medicaid Agency and you have the right to appeal directly to circuit court. In the alternative, you may submit an amended application at any time for review by the Medicaid Agency. Agency authority for this action is Alabama Medicaid Administrative Code Rule 560-X-62-.01.

Sincerely,

Stephanie McGee Azar
Acting Commissioner

Our Mission - to provide a system of financing health care for eligible Alabamians in accordance with established statutes and Executive Orders.